

G.A.I.C.
Meeting Minutes
April 20, 2005

Attendees: *James Lamphere, Gwen Thorpe, Rita Dey, Michelle Zulhke, Trish Owen, Doug Thomas, Terry Lowe, and Shannon Ideus*

Approval of Minutes

February and March minutes were approved as distributed.

Statistics

Web Trends (NT Stats)

As we discussed last month, February had a fewer number of days so there were significant increases in web hits across the board in March. We had over 9,600,000 NT hits. Nearly every department had a increase, with the Assessor, Fire and the Sheriff leading the way in terms of increases. The multiprise had over 1.8 million hits with the Assessor and Deeds systems accounting for nearly 1.6 million of those hits. There were nearly 1.2 million images accessed with over 500,000 being Assessor photos and over 630,000 IMS maps being loaded. The CJIS platform had an all time high of 316,470 hits. The accident reports have been going down consistently over the last three months. This is to be expected because this is heavily dependent on weather conditions. Lastly, there were nearly 21,000 contractor hits on the Building and Safety secured web site.

There were over 458,000 total user sessions in March, which is an all time high as was the daily average of 14,793 user sessions.

ePayments

As you could see in the graphs that were sent out, Epos is now the collection system that is being used for real estate property taxes. Nearly \$270,000 was collected via Epos in March. In addition another \$247,000 was collected via Verisign, (the old payment method). Therefore, over \$517,000 was collected in March for real estate property taxes. In total over \$561,000 was collected last month through the net.

Epos Processing Problems

At this time we have not been able to collect using Discover or American Express for real estate taxes. It has now come to our attention that the appropriate merchant accounts might not be in place? We have been able to process eChecks, eDeposits and collect on Visa and Mastercard credit cards. Terry Adams is following up on the Discover and American Express problems, but quite frankly we have found Epos to be anything but responsive.

Appointments

The paperwork hasn't been sent to the County on the appointments yet. We'll need to contact Rick Hoppe on this to get the appointments finalized. We also still have one open slot that hasn't been filed on the City process yet either. We did distribute Rick on the agenda, but chances are he is still getting things figured out so we'll contact him directly between now and May's meeting to give him the particulars about GAIC.

InterLinc Survey Builder Template

We have created a template that departments can use to develop department level surveys. We have built this so that it can be open or closed in nature. We did have a handful of departments approach in the past about developing surveys specific to their needs. We decided to build a template so that the web assistants can customize it themselves without having to “re-invent the wheel”. Clearly the open method could be subject to “stuffing the ballot box”, but it could still be a very effective tool. On the secured survey side of things this can be totally avoided by establishing unique key codes for the survey takers to use to access the survey. In the past it has generally been the Health Department that has used a secured survey concept.

Annual Report

The 2004 Annual Report has been distributed to the Council, the Mayor and the County Board.

Web Based Applications:

ACTION Project Update

This system (Acting with Citizens to Improve Our Neighborhoods), is now being developed. We plan to have a demonstration ready by mid June. We hope to have all of the public side of things developed by that time. We may not have all of the interfaces, and back end of the application done, but we’re hoping that might also be done. What citizens will be able to do is enter incidents and have the email notifications sent to the specific departments. In addition, all of the enabling legislation and the process (work flow), should also be available for the public to see. We want to have email notification available to the citizens (if they elect to have it). That function notifies them when there has been a change in status on their request for service. They will also have the ability to report things anonymously without any follow up communications if that is their desire. At least at the outset this will be a City only application.

Parks and Recreation-Golf

We are looking to create an application that will allow people to reserve tee times on line. This would help the City to compete with the private courses since most of them already offer this service. We will probably plan on allowing no reservations beyond seven days so someone can’t lock in a particular time for every day or a certain day of the week. We are looking at the possibility of creating a virtual tour of the courses as well. With the golf courses operating in the red last year this might help to get them back in the black. There are many details that still need to be worked out, but this looks like it has a very good likelihood of becoming a reality.

Water eBill/ePay/Commercial Accounts

There was a recent press release informing the public that we will now accept some commercial account payments through the internet. We will still not however process factory type accounts because of the dollar amount and the fact that they are flat rated at \$2. We are also investigating the option of giving people the opportunity to handle their water payment process via electronic means. No mailing of bills, no mailing of payments plus an on line bill review capability. This would provide historical consumption graphs

and payment history information. This would be part of the secured web site. There may even be a possibility that Water might waive the convenience fee if they could offset it by savings in the aforementioned areas. Of course that will be the Water Department's decision.

Clerk of District Court

We have been working with the Clerk's Office to do a significant face lift to the Clerk of District Court's web pages. They are going to put a considerable amount of new information on the web site including several new PDFs. If you recall, they have also been scanning in documents for some time now, so there would appear to be some possibility of making some of that scanned material available down the road if they decided to go that way. It would be a pretty nice enhancement for multiple people to access this information, it would probably also save them a considerable amount of time pulling files, making photocopies and re-filling documents. It would also avoid the loss of documents in "checked out files" that historically was a problem. This would probably need to be a secured facility but that would appear to be a possibility.

County Attorney

We continue to work with the County Attorney's Office on revamping their pages, we think we're getting pretty close to giving Gary quite a bit of what he was looking to get.

Other Business

There was no new business.

Next Meeting

May 18, 2005